

R E M A R K S

Claims 1-19 are pending. Claims 1-19 have been examined and rejected. Reconsideration of the present application is respectfully requested.

Item 1 indicates that formal drawings will be required when the application is allowed. Applicants will provide formal drawings at that time.

Items 2 and 3 reject Claims 1-19 under 35 U.S.C. §102(e) as anticipated by U.S. Patent No. 5,982,863 to Smiley *et al.*, "Smiley" hereinafter. Applicants traverse the rejections and request reconsideration.

Claim Amendments

Independent claims 1 and 11 have been amended to specify that upon acceptance of the call request, the system immediately and automatically calls back (or connects with) the caller. All dependent claims include this limitation by implication. In addition, minor amendments have been made to claims 2-3, 9, and 12-16 for clarity.

Smiley

Smiley describes a system whereby a patient can call a doctor's office and, through a series of telephone commands, make an appointment time for the doctor to call her back. Thus, Smiley frees up a doctor's time by allowing her to schedule call-backs at times that are convenient for her

rather than at the patient's convenience. A key teaching in Smiley is that the call-back is not immediate, but is by appointment. In fact, Smiley teaches away from immediate connection by including a message that says that if the call must be answered immediately, the caller should hang up and call the main office number or 911.

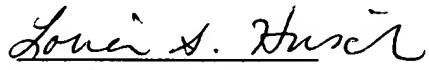
In contrast, one purpose of the system of the Application is to provide for faster (even immediate) connection between a caller and a called party. Smiley and the Application have different limitations and serve completely different goals. In particular, Smiley does not include the limitation that upon acceptance of the call-back request, connection is immediately attempted. In Smiley, as indicated above, the call-back request is accepted and scheduled for another time.

Conclusion

Applicants submit that their invention as claimed is not disclosed, taught, or suggested by the cited art. Therefore, it is submitted that all pending claims are allowable over the art of record and it is respectfully requested that the application be passed to allowance and issue.

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Respectfully submitted,


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